



Enter and View visit report

Pegasus Care Home

7th September 2016

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Acknowledgments

Healthwatch Sandwell would like to thank the management of Pegasus Care Home, staff, residents and visitors for their contribution to our Enter and View visit.

Disclaimer

Please note that this report relates to findings observed on the specific date of our visit. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Visiting Team

The team of authorised representatives carrying out this visit were Khush Chahal and Brenda Jones. They were accompanied by our staff support officers Ian McGarry and Mark Guest.

Purpose of the visit

- A program to examine the delivery and quality of care provided at Residential and Nursing homes in Sandwell.
- To engage with service users of care homes and understand how dignity is being respected in a care home environment.
- Identify examples of good working practice.
- Observe residents and relatives engaging with the staff and their surroundings. Capture the experience of residents and relatives and any ideas they may have for change.

Methodology

The visit was announced to the home prior to our arrival.

Whilst our team were in possession of the latest Care Quality Commission (CQC) Inspection report, we were not basing our visit on the content of this report.

Pegasus Care Home is situated at 65-67 Beeches Road, West Bromwich. It is registered to provide accommodation and support to 12 people with a learning disability, a mental health condition, physical disability, and sensory impairment. At the time of our visit there were 9 residents, the majority of whom were from Sandwell, and 3 respite residents.

- Upon arrival, we were welcomed by Deputy Manager, Stacey Roberts, who gave an overview of the home.
- The home has an open door policy with regards to visits from family members and friends.
- Majority of residents are local authority funded - referrals via local authority and recommendations.
- The criteria of residents are Learning Disabilities and/or Mental Health needs, from the age of 18 and over.
- Staff ratio is 4 during the day and 4 during the night.
- Staff turnover averages 3 years approx.

Summary of findings

At the time of our visit, the evidence is that Pegasus Care Home provides a good level of care for their residents.

- Staff appear motivated
- Residents seem happy and well looked after
- The needs of residents are catered for
- The feedback from relatives was positive

Recommendations

We would recommend that Pegasus Care Home considers giving their permanent residents more consideration in the placement of respite residents at the home.

Service Provider response

Thank you for the draft report. I can confirm there are no changes to be made and look forward to receiving a copy to share with the team and service users

Results of Visit

Residents

We talked to three residents during our visit. All seemed happy and were pleased with the care they received. They went out on visits with their carers/staff. All said that they had holidays planned and were looking forward to this.

Residents told us that they were encouraged by being involved in the preparation of food.

All residents had their own keys their rooms.

One resident told us that they all had their own rooms and is a safe place

Residents can have their own TV, CD and DVD players in their rooms.

The home 'looks after my money and I can always get some money when I want to'.

Staff

We interviewed two members of staff. One had been working there for 3 ½ years; the other for 18 months (but had been working in care for some time prior to that). Staff were happy with their work and felt that they had received good training which was ongoing. Both staff members thought that there were sufficient numbers of staff to care for the residents.

Visitors and Relatives

Prior to our visit, a questionnaire was sent to the home together with a poster and stamped addressed envelopes to give visiting relatives the opportunity to participate in this visit. 4 of these were returned to us, all of which were positive about the home and the level of care delivered.

"Yes, home from home on arrival. Always made welcome"

"It's a nice place"

"Any queries or complaints are always discussed with us face to face"

"Staff respond very well to queries"

One relative mentioned that a DVD player should be permanently available in the lounge and that felt that some TV programmes were not always very appropriate

Environment

Residents told us that they can put photos etc on their room doors, which they like to do.

We met residents in the Day room. This room was well lit, clean, tidy and warm. The Residents seemed happy, comfortable and well dressed,

In the entrance hall our poster was clearly on display, together with an easy read CQC report. Additionally, the minutes of a residents meeting and future meeting dates were displayed.

The toilet, just off the hallway appeared clean and tidy

Hallways were clear, well lit. There is a lift to the upper floor.

Interaction between Residents and Staff

We observed good relationships between residents and staff - they were engaged in conversation and joking together. It was clear that staff and residents have respect for each other.

Staff training needs - Privacy, Dignity and Respect

Training for the Management of Actual or Potential Aggression (MAPA) is carried out in house or via the local authority.

Other training is obtained from local authority, in-house or online (via Social Care TV).

Pharmacy training is also provided for those staff requiring it.

Assessments of Needs, Care Planning and Complaints procedure

Both staff and residents are involved in care planning. All care plans are reviewed monthly, every 3 months with family members.

Healthcare Needs

One resident went to Sandwell Hospital last year and received very good treatment, also went to Hallam Street Hospital and said 'they were very good to me'.

If necessary, GP visits the home otherwise residents are taken to local GP practices. This also applies to dental and other health needs.

Residents are also taken to other services (for example the Lyng to visit the diabetic nurse etc).

Concerns/Complaint Procedure

The Deputy Manager confirmed that there were not many complaints, maybe 3 or 4 annually - all are resolved in house satisfactorily.

Residents and staff confirmed that complaints are always dealt with, and they are happy with the outcomes.

A resident did tell us of an example of some concern of the behaviour of another resident. However, after reporting this to staff, the matter had been resolved satisfactorily.

Staff confirmed that there had been no complaints raised between members of staff.

It was suggested that the respite residents caused disruption to the established routine of more long term residents.

Food

A Menu was displayed on the noticeboard near the kitchen which was current and showed that choice was available. Residents may choose alternatives to the menu if available.

We looked into the kitchen which appeared clean and tidy

Staff and residents share the cooking responsibilities

Activities

Residents are able to go shopping (accompanied by a member of staff). All of the residents have holidays planned (i.e. Ilfracombe, Butlins at Minehead) which they are looking forward to.

There was a wide selection of board games in the day room available to residents.

We were shown some pet rabbits in the garden, and a parrot in the lounge, which are looked after by some of the residents.

Recently there was a charity day for a young boy in a wheelchair. Staff and residents were equally involved in this.

The home has its own minibus which is used to enable residents to have visits and appointments.

Residents are able to choose their activities. Every week there is motivational activity for the residents including music, quizzes etc.

What is Enter and View

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the CQC where they are protected by legislation if they raise a concern.